



#### Special points of interest:

- Capitol Motor Pool Moves to Draper during Olympics.
- DFO Welcomes Jennifer Johnson as a new Accounting Tech.
- Office Hours During the Olympics 6:00 a.m. to 2:00 p.m. Begins Feb. 2, 2002.
- MVRC Not Being Held This Month Due to the Olympics.
- Capitol Hill Office will be Closed Friday, February 8th.

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THE DIVISION OF FLEET AND SURPLUS SERVICES

# State of the Fleet

How's My Driving?  
1-800-678-3440 [www.utah.gov](http://www.utah.gov)

The Division of Fleet Operations (DFO) is investigating a new vehicle accident prevention and driver awareness program in the spring of 2002. DFO Director, Steve Saltzgiver had been considering a bumper sticker program for several years, but it had always been on the "back burner" due to the urgency of other fleet issues. However, when Kristen Knight, from the office of the Governor's Chief Information Officer (CIO), requested that DFO create a bumper sticker to advertise the State's new website, and seized the opportunity to combine both projects into one sticker design.

The "How's My Driving?" bumper sticker program will be implemented on the Daily Pool vehicles as a six-month pilot, to allow DFO personnel to analyze its effectiveness in decreasing the number of accidents and driver complaints received each month. Saltzgiver noted that several reports have shown how programs of this type reduce accidents by putting drivers on alert to the fact that people do watch how they drive.

"Frankly, what we

hope will happen, is that our accident rate will go down, because drivers will know that they need to be on their best behavior," Saltzgiver said.

Currently, when a comment is received by phone or via the Internet, a report is made to the driver, the driver's direct supervisor and the Department of Administrative Services' Deputy Director. If the comment is negative, the driver is expected to respond. Disciplinary steps are then taken when necessary. If the complainant would like a response, one is provided after the process is completed.

The process will remain virtually the same after implementation of the bumper stickers. The only difference will be that the citizens will have the contact information they need. Saltzgiver does not believe that the new program will increase the number of complaints received in an average month; it will only allow drivers to be aware that a call could be made.

"In fact the number of calls may drop," he said.

Saltzgiver went on to explain that although the po-

tential for unfounded complaints exist, he believes most people won't take time out of their day to call and complain; unless a driver has done something that has put pedestrians or other vehicles in danger.

"We think that State employees, for the most part, are responsible drivers. The bumper sticker serves as a subtle reminder that citizens are watching and that they will critique our driving," Saltzgiver said.

#### Statistical Information Fiscal Year 2001

Total Complaints: 136

Average per month: 11

Miles Driven Between  
Complaints: 963,025

Total Accidents: 798

Average per month: 67

Vehicles Totaled: 35

Miles Driven Between  
Accidents: 164,124

# FORUM

On Friday, January 4, 2002, the Division of Fleet Operations (DFO) held the first of four Fleet Operations Reach out Users Meetings (FORUM) scheduled during 2002. DFO management was encouraged by the higher than usual turnout for the meeting and felt that the feedback offered by the attendees was useful in planning the upcoming fiscal year. Although the meeting was scheduled to last only one-hour, it extended to two-hours to provide time for all of the agenda topics to be discussed.

Risk Management Liability Specialist, Mike Sanders got the meeting off to a roaring start with a discussion of the proposed Risk Management rule covering the use of 15-passenger vans. Sanders reported that accidents involving 15-passenger vans happen more often than those involving smaller vehicles. In an attempt to lessen the number of accidents involving 15-passenger vans, the proposed rule included a minimum age requirement and extensive training for anyone who will be driving one. The rule is currently in draft form and will not be effective for several months, however many of the people representing Higher Education Institutions requested a copy. They were provided with a copy of a [memo](#) that was distributed by Risk Management in April 2001, which covered many of the same topics.

DFO Analyst, Sal Petilos spoke about underutilization of monthly leased vehicles and some ways that the problems could be resolved. Solutions included rotating vehicles and creating new life cycles and lease rates for some agencies.

He also broke the news that agencies would have to justify the purchase of any 4X4 vehicles to the legislature in the future prior to the vehicle being ordered by DFO. (Even in the event that vehicle being replaced is a 4X4.) It is hoped that having to justify the purchase will encourage agencies to evaluate whether there is truly a need for the more expensive vehicle.

The \$20.00 per-month car wash limit was addressed. The RCI Company provided information concerning their on-site car wash and maintenance services. DFO Operations Manager, Sam Lee announced the implementation of a key drop box at several state offices and an on-line service request form. The form and key drop will allow assigned vehicle drivers to request the service they would like performed by RCI, while tracking the amount of money spent on car washes each month. Any costs surpassing \$20.00 the limit will now be billed back to the leasing agency.

Alternative meetings site for FORUM and meter rejects were also covered.

The next FORUM is scheduled for 11:00 a.m. Thursday, April 4, 2002 at the State Office Building room 1112. The meeting site is subject to change at this time due to the limited parking on Capitol Hill. Any change to the FORUM schedule will be announced.

**Motor Pool  
changes have  
already begun.**

## News Briefs...

### National Brands Save

In July 2001, the Division of Fleet Operations (DFO) implemented the use of an out-source vehicle maintenance program. The program, Automotive Resource International (ARI) was chosen due, in part, to the vast network of vendors associated with the company, many of which are national franchises. As part of the ARI program, members who choose to do business with one of the nationwide companies will receive a five percent discount on the services purchased.

Unfortunately, many state employees are not taking

advantage of these savings; some because they were not aware of the savings and others feel that by choosing a "name brand" or national vendor they are not supporting a local merchant. However, most of the "name brand" locations throughout the state are owner-operated franchises and by utilizing these businesses the local economy will be stimulated as well as keeping a local business strong.

DFO would like to encourage the use of national brand locations whenever possible. A list of participating companies is found on the last page of the vehicle maintenance coupon book.

More information about the [ARI program](#) can be found on the DFO website at [fleet.utah.gov](http://fleet.utah.gov).

### Motor Pool Changes

Due to the anticipated Olympic size traffic problems and the heightened security on Capitol Hill while the Declaration of Independence is on display, the Capitol Hill Motor Pool will be temporarily closed. The closure is slated to begin Thursday, February 7, 2002 and run through Wednesday, February 22, 2002. However, vehicle access at the Capitol Hill Motor Pool is already limited because many of the vehicles have been moved to the other [mini-pool locations](#) to help with their expected reservation increases. (Continued pg. 4)

# January Incentive Awards

As this month's Incentive Committee meeting adjourned, members commented that January now holds the record for "most awards given in a single month." There were 16 awards given to 15 hardworking, imaginative Division of Fleet Operations (DFO) employees. Congratulations to all!

## Recognition Awards

Kathryn Anderson received a Recognition Award for discovering a GasCard problem in FleetAnywhere. Her sharp eye has alerted other employees within the division to a potential downloading glitch.

Kelly Kay was honored for her quick response time when purchase orders are requested.

Todd King was given a hearty "pat on the back" after receiving a complementary letter from a customer who utilizes the UDOT/Cottonwood fueling site. King had recently replaced the display mechanism in the Card Reader at that location.

Dianne Davis' customer service skills were highly praised in a letter to Division Director, Steve Saltzgiver. The letter stated that her courteous and polite attitude helped to lower the frustration level of the customer.

Gala Dumas' shuttle services website updates were acknowledged by two separate customers in a letter that was sent to Saltzgiver. Dumas has included links to several handy UTA sites as well as updates on the ever-changing bus routes during the Olympics.

The Shuttle Services Program received a Team Recognition Award for their willingness to accept any task thrown their way.

## Extra Mile Awards

Kim Willette helped to shave excess spending from this year's budget by recording all of

the holiday, payroll and Finet deadlines from the Central Stores calendar to the calendar in fleetuser. This made buying calendars for division employees unnecessary. Her budget conscious actions were honored with an Extra Mile Award.

Dave Rees, Dianne Davis and Rich Hullinger all received an Extra Mile Award for their efforts in gathering the 4X4 and vehicle utilization information requested by the Legislative Fiscal Analyst.

Peter Musser was honored for his efforts in making the Olympic scheduling and telecommuting possible for division employees. Thanks to Musser's hard work, our customers will never know that the DFO employees ever left the building during the time the world visits Salt Lake City.

Sandie Kronenberg was given an Extra Mile Award for her efforts in moving the Capitol Hill Motor Pool vehicles to the other Mini-pool locations. The move was done to assist in the increased number of reservations expected after the temporary closure of the Capitol Hill Pool due to the Olympics. She also successfully coordinated the re-opening of the Draper Mini-pool during the same time frame. Kronenberg will be missed as she has accepted a position with the Board of Regents.

## Starfish Award

This month's Starfish



Administrative Secretary, Dianne Davis received two Incentive Awards.

Award went to Alison Taylor for her efforts to keep the FISH! Philosophy alive during the holiday season. Taylor created a gift giving game that helped to bring holiday cheer to the division offices on Capitol Hill.

## Traveling GUS Award

GUS moved to the desk of Al Orwin during the month of January. GUS chose Orwin due to his efforts to keep the FISH! Philosophy. It is said that he will choose a toy and create a moment of "play" in the office everyday. He always "makes his customers day" by making sure that all of their needs are met and he always "chooses to bring an upbeat attitude" to work.

A special CONGRATULATION is going out to Kathryn Anderson this month. Anderson is the first division employee to receive the seven Recognition Awards required for a paid day off. Good Job and Keep Up the Good Work!

To recognize someone with a Incentive Award, simply fill-out an [incentive nomination form](#).

The Nomination  
Form on the web  
is now working!

## From the Director's Desk...

### EIGHT TIPS TO WINTERIZE YOUR CAR



DFSS Division Director Steve Saltzgiver

The winter's been somewhat mild thus far in most parts of the country, but don't let it catch up to you and your car. If you haven't done it yet, here are eight tips to prepare your car for winter.

1. Check the battery. Cold weather is hard on batteries. Check the connections and make sure they are tight and free of corrosion. Your car's battery should be your top priority.
2. Check the fluids. You should have your vehicle's vital fluids and filters checked and replenished.
3. Is your visibility clean and sharp? Make sure this. Make sure the heater is in good working order.
5. Brakes, belts and hoses should also be checked. Make sure brake and transmis-

sions fluids are topped off. Pull and push engine belts and squeeze hoses. Regular check up should help you spot troubles, as these will deteriorate over time. At any sign of fraying or cracking, replace as soon as possible. For hoses, look for cracks, bulges, loose connections, tears and holes.

6. Tires change in the cold. Pressure and tread depth affect traction in the snow and rain. Tire inflation is important, since properly inflated tires provide optimum traction and will last longer. Tires are something that should be checked frequently; twice a month during winter is recommended.
7. Tune-up. Check the owner's manual to see if a general tune-up is due.
8. Emergency kits. Be ready for trouble. Stock up your emergency kit and keep it inside your vehicle. The Automobile Association of America (AAA) suggests the following items be included in an emergency kit: flashlight, flares, first-aid kit, blanket, warm clothes, gloves, hat, paper towels, snow shovel, snow brush, ice scraper, washer fluid and extra food and water. Other experts suggest carrying a bag of cat litter to help provide traction if your vehicle gets stuck in snow. Finally, if you own a cell phone, remember to carry it with you.

Thanks  
Steve Saltzgiver

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### (News Briefs continued)

The Draper location, which was closed due to underutilization in February 2001, has re-opened as part of the temporary closure of the Capitol Hill Motor Pool.

With the new parking restrictions on Capitol Hill, all 15-passenger vans and a small number of sedans will be permanently housed at the Draper Mini-Pool. State employees who work in offices at the south end of the Salt Lake Valley are encouraged to utilize this Mini-Pool location for their future travel needs.

Daily Motor Pool customers should contact the nearest Mini-Pool location for any reservations needed throughout the month of February. Customers can call the Capitol Hill Motor Pool for assistance in locating the Mini-Pool that will best suit their needs. Reservations can also be made via the Internet. The [on-line form](#) is easy to use and can be found on the Division of Fleet Operations website at <http://fleet.utah.gov>.